

Position Description: Work Order Clerk

❖ Basic Function of the Position:

The incumbent receives direction from, and reports to, the Facility Manager and the Supervisory Engineers, who establish the work priorities. The incumbent is the primary point of contact for all routine, emergency and preventive maintenance work orders and requests for services, and assures distribution to the appropriate shop for action. The incumbent is the customer service representative for the Facility Management section communicating with personnel from all levels within the Embassy. Will coordinate all work with the requester including follow-up to ensure maintenance and repair services have been performed to the customers satisfaction. The incumbent keeps the computerized maintenance management system (CMMS) up to date through data entry and closing out work orders when they have been completed by the trade technician(s). The incumbent will print monthly CMMS reports for the Facility Manager and Supervisor Engineers so section performance can be evaluated. Communicate with local companies performing contracted work. Act as back up FM administrative assistant during his/her absence.

❖ Major Duties and responsibilities:

- ❖ Receives maintenance and repair requests from personnel at all levels of the Embassy via the CMMS program for all Government owned (GO) and long- short-termed leased (LTL/STL) properties and distributes them to the appropriate shop for action. Coordinates with the Supervisor Engineers and the Facility Manager to prioritize requests.
- ❖ Processes the auto generated preventive maintenance requests and delivers them to the Supervisory Building Engineer for action. Addresses technical issue of the CMMS system, maintains the customer feedback and interactions with Myservice request.
- ❖ Arranges access passes, work scheduling and liaise between American families and contractors to get R&M works in OL and GO properties.
- ❖ Tracks the status of all scheduled, unscheduled and preventive maintenance work orders from date of issuance to close out. Will generate weekly/monthly reports for the Facility Manager and Supervisory Engineers to review so section performance can be evaluated. Reports will include statistics on approved, outstanding, and completed work orders; materials installed, and labor hours expended.
- ❖ Will assist the Facility Manger and Supervisory Engineers with creating and developing the yearly 7901.C and 7901.3 budgets.
- ❖ Submits material request up to \$3000 a month in Ariba, ILMS, and checks material status for 60 technicians to schedule jobs, interaction with GSO procurement and Warehouse to ensure availability of resources to perform routing works.
- ❖ Processes invoices for small project contractors and BME vendors and prepares the same for the Facility Manager's signature prior to delivering to the Financial Management office for payment.
- ❖ Performs administrative duties as assigned by the Facility Manager such as drafting memos, typing correspondence and maintaining all files; records and reports in the absence of the Administrative Assistant. Tasks may include acting as the official translator at meetings with contractor/vendors, or drafting written translations of local technical information into English for the Facility Manager.
- ❖ Escorts section visitors from the compound access control (CAC) point to the Facility Management Office for meetings with section personnel.
- ❖ Is alternate time keeper for the Facility Management section and backs up Administrative Assistance in her/his absence.